



+44 (0) 1226 295455
info@osbornetech.co.uk
www.osbornetech.co.uk

Terms of service

4 Wortley Court | Fall Bank Industrial Estate | Dodworth | Barnsley | S75 3LS

Document Owner:	Osborne Technologies Ltd
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Version

Version	Description	Author
1.14	Terms of service (support)	Tony Rushforth

Osborne Technologies Ltd support – standard terms of service for remote, telephone and on-site support.

- Support agreement(s) are for software support only and do not include any hardware cover other than in warranty repairs/returns unless specifically stated otherwise.
- There is no formal service level agreement (SLA). Support is based only on the terms of service set out in this document.
- We aim to provide the best level of service irrespective of whether an SLA is in place or not. However, without an SLA we do not guarantee any specific response or resolution times due to a number of factors including (but not limited to):
 - Physical location of engineers on a day to day basis
 - Workload
 - Availability of replacement parts and or equipment
 - Other SLA based agreements

We can only aim to provide a response as outlined below:

- Same day response for requests made by following the correct procedure (e.g. logged electronically via our Helpdesk system or to our first line support team via telephone on 0800 037 2904 option 1). Initial response will usually consist of an Osborne Technologies Ltd representative making contact to confirm details of your support request and may include some initial help and guidance to resolve the issue.
- Support is available within our normal office hours (08:30-17:00 Mon-Fri), excludes bank holidays and the period between Christmas and New Year.
- Evaluation by a technical engineer to establish if the reported issue can be resolved remotely as this provides the quickest response
- Initial efforts to resolve the issue by an engineer will be made remotely (via VPN, remote Teamviewer session or telephone). We aim to do this within 24 hours.
 - Our certified secure remote support tool is Teamviewer.

- If the issue cannot be resolved remotely by our first line support it will then be escalated to our second line support team who will resolve the issue where possible and/or assess if a site visit is required.
 - It may be necessary for us to raise a support request via our supplier or the equipment manufacturer's support channels in which case our response and resolution times may be affected or governed by those of our suppliers and/or the equipment manufacturer
 - If deemed necessary, a site visit will be scheduled on the earliest available date (we aim this to be within 5 working days)
 - Where replacement parts are required, a quote will be produced and sent to the customer post site visit (availability and lead time will be confirmed). Upon quote approval and receipt of a signed purchase order we will schedule a return visit in-line with the above
 - Upon resolution, a notification (usually including a final update and/or closure notes) will be generated automatically by our Helpdesk system alongside our engineer's updates (verbal or by email)
- By purchasing support from Osborne Technologies Ltd we will provide support where needed as detailed above. On-site support will be provided only where deemed necessary following evaluation by our telephone and remote support engineers
 - In the event that a recently closed support request subsequently re-occurs shortly afterwards the original support request can be re-opened by the customer. Alternatively a new support request can be opened
 - In the event that a satisfactory resolution has not been provided within the customer's expectations, the customer may request escalation of the job and/or to speak with a manager who will re-asses the job status and agree a course of action with the customer
 - Our standard terms of service apply to all non SLA-based support and are suitable for many of our customers support requirements, however we do understand that critical systems/environments may require a more formal SLA-based agreement with guaranteed response and/or resolution times. We are able to provide a quotation for bespoke support agreements, tailored to meet your specific needs following further discussion of your requirements

These terms of service are subject to change at any time and without prior notice. For our latest terms and conditions, please visit our support page at <http://support.osbornetechnologies.co.uk>